

# Client Assistance Program

Advocates to assist consumers

## PROGRAM OVERVIEW

Every state is required to have a Client Assistance Program (CAP) to provide individuals with disabilities with assistance in accessing vocational rehabilitation services. In California, the Governor has designated the Department of Rehabilitation (DOR) to administer the program. CAP provides free services to consumers and applicants of projects, programs, and facilities funded under the Rehabilitation Act. CAP services involve the analysis of issues a consumer/applicant may have and provision of advocacy services.

The DOR contracts with independent, community based organizations throughout California whose staff of Advocates provide these free services. Each independent contractor CAP Advocate may provide:

- Information about the services available under the Rehabilitation Act.
- Information about consumers' rights and responsibilities.
- Investigation of a consumer's issue or complaint.
- Assistance in negotiating mutually acceptable solutions to a consumer's complaint.
- Representation at Rehabilitation Act funded agencies' administrative reviews and fair hearings.

## FACTS

- Most local independent CAP contractors are located at Independent Living Centers (ILCs) whose services enhance the CAP services through the provision of other types of services including peer support, information and referral, self-help, and individual and system advocacy for individuals with disabilities.
- In 2008, CAP assisted 684 consumers in resolving issues with DOR through contracts totaling \$1,097,788.

## FOR MORE INFORMATION

Client Assistance Program

721 Capitol Mall

Sacramento, CA 95814

1-800-952-5544 Voice

1-866-712-1085 TTY

For more information on CAP

[www.dor.ca.gov/cap/index.htm](http://www.dor.ca.gov/cap/index.htm)

For a CAP Advocate list by county

[www.dor.ca.gov/cap/caplist.htm](http://www.dor.ca.gov/cap/caplist.htm)